

COUNTY OF SAN DIEGO – DEPARTMENT OF PURCHASING AND CONTRACTING
CONTRACT NO. 562908 AMENDMENT NO. 2

Arbor E&T, LLC dba ResCare Workforce Services ("Contractor") and the County of San Diego ("County") enter into this amendment ("Amendment") to amend the above-referenced contract ("Contract") as described herein.

Title of Contract: **Emergency Non-Congregate Sheltering (COVID-19) Program**

Amendment Effective Date: **Date signed by the County of San Diego Department of Purchasing and Contracting**

Description of Contract Change(s):

1. Contract Terms and Work:
 - 1.1. Add the following sentence to Section I of Exhibit A – Statement of Work:
Contractor shall also provide transportation for those repatriating after hospital discharge.
 - 1.2. Add Section 4.5.2 of Exhibit A – Statement of Work and renumber subsequent sections as follows:
 - 4.5.2 Contractor shall also provide transportation upon guest repatriation after hospital or Emergency Dept. discharge, Contractor shall coordinate with the discharging site and shall provide safe and appropriate transportation, as needed.
 - 4.5.3 Contractor shall maintain invoices and receipts for all transportation costs. Invoices and receipts for reimbursement shall include but are not limited to the following:
 - 4.5.3.1 Client Name
 - 4.5.3.2 Date of Service
 - 4.5.3.3 Location of pickup
 - 4.5.3.4 Location of drop off
 - 4.5.3.5 Distance traveled
 - 4.5.3.6 Cost per mile (if applicable) and total cost.
 - 1.3. Add Section 4.6.9.3.15.3 to Exhibit A – Statement of Work as follows:
4.6.9.3.15.3. First Responders
 - 1.4. A revised Exhibit A – Statement of Work is attached for reference. Changes are noted by a line in the right-hand margin.
2. Compensation: The compensation due to Contractor under the Contract remains unchanged.
Contract Total Price: **\$41,855,491.**
3. Term of Agreement: The Contract time for completion remains unchanged through **December 31, 2021.**

All other terms and conditions of the Contract shall remain in effect.

IN WITNESS WHEREOF, County and Contractor have executed this Amendment effective as of the date set forth above. This Amendment is not valid unless signed by Contractor and the County Department of Purchasing and Contracting.

CONTRACTOR:

By: 

MARK DOUGLASS, President

Date: 10/20/2020

COUNTY:

Department Review and Recommended Approval:

By: 

VINCENT CHAU, Program Coordinator
Housing and Community Development Services

Date: 10/9/2020

APPROVED: 

By: _____

JOHN M. PELLEGRINO, Director
Department of Purchasing and Contracting

Date: 10-26-2020

COUNTY CONTRACT NUMBER 562908
AGREEMENT WITH ARBOR E&T, LLC dba RESCARE WORKFORCE SERVICES
FOR EMERGENCY NON-CONGREGATE SHELTERING (COVID-19) PROGRAM
EXHIBIT A – STATEMENT OF WORK

1. Scope of Work/Purpose

Contractor shall implement and administer a countywide Emergency Non-Congregate Sheltering (COVID-19) Program for those individuals that have been tested and confirmed positive for COVID-19 virus, or a person under investigation (PUI) and are unable to self-quarantine. Contractor shall provide services as needed for those individuals which shall include at a minimum, temporary safe and secure hotel/motel sheltering; entry screening for eligibility of additional available resources such as Cal Fresh, and/or Medi-Cal; 3 daily meal food services; laundry services; hotel/motel cleaning services; to include biohazard waste management; site security; minimum daily wellness check in with sheltered individuals; case management services as needed; physical and mental health services, inclusive of crisis response, as identified; standard operating procedure for over-the-counter medication formulary for COVID-19 related symptoms, and courier services for prescription delivery; transportation from hotel/motel facility if needed when individuals are eligible to discharge from the program by fulfilling the requirements for isolation/quarantine per the County of San Diego Public Health Officer's Order supported by the Centers for Disease Control and Prevention (CDC) guidelines/recommendations. Contractor shall also provide transportation for those repatriating after hospital discharge. Contractor shall have a process for providing language translation services either through phone or other electronically available translation services and/or with assigned bilingual staff. Additionally, Contractor shall provide family finding services to those sheltered individuals to assist identification of other family members within or outside of the region, which could broaden the individual's support system as additional resources towards success when they transition from temporary hotel/motel sheltering program.

2. Background

The County of San Diego is assisting in the health and safety of the region with the novel COVID-19 virus, which has potential to be life threatening and increase future health risks for county residents. The homeless population as well as those individuals who do not have facilities to shelter in place, whom are confirmed as COVID-19 positive, or a person under investigation (PUI) or have an order to quarantine and need to have immediate services that will allow them to shelter in a safe and secure site with appropriate services until eligible to discharge from the program.

Live Well San Diego Vision: The County of San Diego, Health and Human Service Agency (HHSa), supports the Live Well San Diego vision of Building Better Health, Living Safely, and Thriving. Live Well San Diego, developed by the County of San Diego, is a comprehensive, innovative regional vision that combines the efforts of partners inside and outside County government to help all residents be healthy, safe, and thriving. All HHSa partners and contractors, to the extent feasible, are expected to advance this vision. Building Better Health focuses on improving the health of residents and supporting healthy choices. Living Safely seeks to ensure residents are protected from crime and abuse, neighborhoods are safe, and communities are resilient to disasters and emergencies. Thriving focuses on promoting a region in which residents can enjoy the highest quality of life.

Information about Live Well San Diego can be found on the County's website and a website dedicated to the vision:

2.1. http://www.sdcounty.ca.gov/hhsa/programs/sd/live_well_san_diego/index.html

2.2. <http://www.LiveWellSD.org>

3. Definitions:

- 3.1. Case Management – The process by which the contractor provides linkages with other housing and service systems and its providers, acts as liaison between the target population and those other systems, and coordinates referrals to ensure access to necessary services to assist the target population to address their comprehensive needs.
- 3.2. Homeless – An individual or family who lacks housing; who lives on the streets; who stays in an abandoned building, vehicle or other areas not intended for human habitation.
- 3.3. Household Unit – Individuals and/or families that would be residing together in one unit.
- 3.4. Beneficiary/Client/Participant/Individual – Individual(s) provided temporary sheltering service through this contract who have tested positive for COVID-19 or otherwise meet criteria for sheltering through this contract.
- 3.5. Service Area – County of San Diego region.
- 3.6. Homeless Management Information System (HMIS) – System used to compile data received from clients who are experiencing homelessness.
- 3.7. Hotel/Motel Relationships – Agreements, formal or informal, with hotel/motels that allow for quick placement of program participants.

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4. General Service Delivery:

4.1. Hotel/Motel Sheltering Program:

- 4.1.1. Contractor shall administer a hotel/motel sheltering assistance program for all referred individuals experiencing COVID-19 or being person under investigation (PUI) or having an order to quarantine. On a case by case basis, certain asymptomatic high-risk individuals needing social distancing as a precautionary measure, such as people over 65 or with certain underlying health conditions (respiratory, compromised immunities, chronic disease) until more permanent isolation can be obtained for the individuals.
 - 4.1.1.1. County currently has existing relationships in the Mission Valley area.
- 4.1.2. Contractor shall utilize any existing relationship and/or establish new relationships with hotels/motels located throughout the San Diego region including the unincorporated areas of the County as needed
 - 4.1.2.1. Additional hotels/motels for this COVID-19 sheltering program shall be approved by County prior to use. Any new sites shall have adequate air conditioning/heating (so that air does not flow from the room sheltering individuals with COVID-19 to other rooms and spaces in the hotel), refrigerator, microwave, sleeping and sitting accommodations, ADA and wheelchair accessible rooms, and individual bathrooms per unit.
- 4.1.3. Contractor shall be able to accept referrals from the County-designated program only, unless authorized by the COR to secure hotel/motel placements, and issue payment for hotel/motel vouchers to hotel/motel operators.
- 4.1.4. Contractor shall have written policies and procedures for processing complaints.
- 4.1.5. Contractor shall ensure additional charges (e.g. phone call charges, room service, television/movie charges, etc.) are not allowed by the hotel/motel operator for clients. Reimbursement for additional charges will not be allowed as eligible costs under this contract.
- 4.1.6. Contractor shall place eligible individuals into a hotel/motel within 4 hours of initial referral or a time as agreed upon with the referring agency.
- 4.1.7. Contractor shall finalize Program Design documents within the first forty-five (45) calendar days of contract execution for County review and approval. Program design must include development of materials such as guidelines, agreements, process workflow, forms, reports, etc. other than those provided by San Diego County.
- 4.1.8. Contractor shall ensure that any belongings that accompany the referred individual for the hotel/motel sheltering program will be handled in a safe and sanitary manner for cleaning and secure storage to ensure minimal spread of bedbugs or other health issues.
- 4.1.9. Contractor shall ensure that individuals with pets will have pets either approved for sheltering at the hotel/motel with the individual or arrange for fostering or kenneling during the individual's participation in the temporary sheltering program.
- 4.1.10. Individuals shall only remain housed in the hotel/motel sheltering program until they have been cleared for discharge from the program by fulfilling the requirements for isolation/quarantine per the County of San Diego Public Health Officer's Order supported by the Centers for Disease Control and Prevention (CDC) guidelines/recommendations.
- 4.1.11. Contractor shall have a system in place for monitoring San Diego Public Health Officer orders and updates from CDC, and shall make programmatic changes in accordance with the most recent directives, in collaboration with County COR.
- 4.1.12. Contractor shall have systems in place for timely placement of referred individuals, including the ability to accept referrals seven days a week, from 7 am to 11:59 pm, to meet the need.
- 4.1.13. Contractor shall have a system in place to receive and respond to urgent client needs and County inquiries, seven days per week, 24 hours per day.
- 4.1.14. Contractor shall have a mechanism for communicating staff changes to County COR immediately in order that electronic access to County systems may be discontinued.
 - 4.1.14.1. Contractor shall provide staffing schedule and organizational chart and shall ensure COR and Call Center are kept informed of changes.
- 4.1.15. Core hotel/motel services will include safe and secure hotel/motel rooms, three meals provided daily, daily trash and refuse disposal, laundry service twice weekly per CDC guidelines for healthcare services, eligibility screening for possible resources and services, case management services, security guards on the property, 24/7

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daily on-site management services, daily wellness checks for individuals, and physical and/or mental health wellness checks with crisis response when needed.

- 4.1.16. Daily wellness checks shall be conducted by nurses who call each guest to conduct wellness checks. In addition, they will provide face-to-face and/or secondary calls for follow-up throughout the day, with a focus on CDC-listed COVID-19-symptoms and medical emergencies until guests have been reached or screened for wellness and safety.
- 4.1.17. As appropriate and as needed based on screening and activities listed above, Contractor shall assist in making referrals and shall arrange for telehealth or in person healthcare services.
- 4.1.18. As appropriate and as needed, Contractor shall assist in making referrals to and regular coordination for behavioral health services through co-located County designated provider throughout the individual's hotel/motel sheltering program participation.
- 4.1.19. As appropriate and as needed, Contractor shall offer support to clients in coordination of physical and behavioral health services, including needs of clients receiving medication assisted treatment (methadone/buprenorphine/suboxone/naltrexone).
- 4.1.20. Contractor shall monitor the participation of individuals in the hotel/motel sheltering program on a daily basis and provide a report to the County no later than 11 PM and notify County when individuals are discharged upon meeting the CDC criteria for being released from isolation or quarantine, or if they leave the program prior to official discharge.
- 4.1.21. Contractor shall ensure Donn and Doff station available for onsite COVID-19 Testing, to include waste management protocol/supplies.
 - 4.1.21.1. Contractor shall inform County immediately when a quarantine individual becomes symptomatic.
 - 4.1.21.2. County shall notify contractor of individuals to be tested, date, and results.
- 4.2. Screening:
 - 4.2.1. Contractor shall interview referred individuals upon entry into the hotel/motel sheltering program to determine what physical and/or behavioral health services would be of benefit to the individual.
 - 4.2.1.1. If the individual has physical and/or behavioral health needs and would benefit from services, Contractor shall arrange for services for the individual as appropriate, including coordinating with the County-designated onsite behavioral health services provider(s).
 - 4.2.2. Contractor shall interview the referred individual within 48 hours to ascertain if individual is eligible for available services such as CalFresh, Medi-Cal, and other necessary resources as well as begin discharge planning including identification of family and other natural supports.
 - 4.2.2.1. If the individual is determined eligible and would benefit from services, Contractor shall assist the individual as appropriate to receive such services.
 - 4.2.3. If the individual is currently homeless, or at risk of becoming homeless (hereafter known as Tier 1), Contractor shall work with the individual to identify and provide referrals/linkages to housing and other resources for which they may be eligible.
 - 4.2.3.1. Contractor shall be knowledgeable about eligibility requirements for programs in the community including, but not limited to, County health services, benefit programs and other social services, and housing programs (e.g. Local shelter and Transitional Housing programs, Housing Choice Voucher Program, Veterans Affairs Supportive Housing Program, Project One For All, Whole Person Wellness, Rapid Re-Housing).
- 4.3. Case Management for Tier 1 or Tier 2 individuals:
 - 4.3.1. Contractor shall provide case management to all individuals including, but not limited to, connecting clients with services, and working with hotel/motel operators to resolve any issues.
 - 4.3.2. Contractor shall make individual specific referrals to service providers that address issues such as substance abuse, mental illness, physical impairments and illness, financial management and assist in accessing benefits and other social service supports, housing, and other issues, as necessary for the individual or family.
 - 4.3.3. Contractor shall connect/refer individuals to applicable service organizations, government agencies, supportive service providers, etc., and properly document each referral and/or connection in HMIS.
 - 4.3.4. Referred individuals that present as COVID-19 positive may or may not require housing assistance. Individuals that are experiencing unsheltered and sheltered-homelessness at time of entry into the sheltering program (Tier

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- 1), shall receive additional housing services as needed in conjunction with County, to assist those individuals to have stable housing as soon as possible upon discharge from the sheltering program. Additional housing services shall consist of but not be limited to:
- 4.3.4.1. Develop a housing plan to include the following:
- 4.3.4.1.1. Identify client housing needs
 - 4.3.4.1.2. Identify barriers to housing
 - 4.3.4.1.3. Identify financial resources and needs
 - 4.3.4.1.4. Collect all necessary housing documents (birth certificates, ID's, bank statements, etc.) to assist with discharge planning.
 - 4.3.4.1.5. Complete case file with notes and documentation to support all the above.
- 4.3.5. For those referred individuals that present as positive with COVID-19 who do not need housing services and are not experiencing homelessness at time of entry into the sheltering program (Tier 2), shall receive appropriate case management services and screening for other supports.
- 4.3.6. Specific Case Management Requirements:
- 4.3.6.1. Perform client needs assessment to determine potential benefits eligibilities (CalFresh, MediCal, CalWorks, etc.). Results shall be documented in the electronic case file.
 - 4.3.6.2. Daily Wellness Check. Contractor shall have written policies and procedures for Daily Wellness Checks, to include but not limited to, face-to-face and secondary calls for follow-up throughout the day, with a focus on CDC-listed Covid-19 symptoms and medical emergencies.
 - 4.3.6.2.1. Contractor shall have written policies and procedures for entering guests' room when guests have not responded to wellness check calls/in person visits and/or food delivery (at a minimum).
 - 4.3.6.2.2. Contractor shall measure and document symptoms in the electronic record.
 - 4.3.6.2.3. Contractor shall have written policies and procedures for Emergency transfer protocols; medical and psychiatric.
 - 4.3.6.2.4. Contractor shall have written policies and procedures for a verbal hand off report between emergency department provider and contractor when sending/transferring back (guests).
 - 4.3.6.2.5. Contractor shall have written policies and procedures for Emergency transfers and departure (discharge) from hotel. [example is 4.A.4 Emergency Transfer of the C&S Branch Manual].
 - 4.3.6.3. Case Management for Housing Navigation. Contractor shall actively engage with clients upon intake and follow up, as needed, and shall:
 - 4.3.6.3.1. Measure and document in electronic case notes progress towards being housing ready (all documents collected, goals identified, and progress towards medical clearance for discharge, including symptoms, timelines, and testing, as applicable).
 - 4.3.6.3.2. Begin searching for available housing or sheltering options that meet the needs of the client upon discharge, and document as housing navigation duties.
 - 4.3.6.3.3. Prepare the client for landlord and/or housing program interviews, if applicable.
 - 4.3.6.3.4. When applicable and in advance of discharge, attend virtual landlord or housing program interviews with client to provide context and explanation of incentives (if available), resources, and assistance available to client and landlord/ housing program and document efforts within case notes, delineated from case management and housing navigation.
 - 4.3.6.4. All clients are required to sign a program participation form approved by the County that outlines rules and regulations that must be followed in addition to Public Health orders if issued. Contractor shall collect signed participation form from client within 24 hours of hotel placement. Rules must include but are not limited to:
 - 4.3.6.4.1. If client does not follow rules or does not meet specific goals, Contractor shall engage with client to resolve any issues and will involve law enforcement as needed.
- 4.4. Long-term Support Services: Contractor shall assist in identifying family members and other supportive individuals who may be willing to become sources of positive support for the individual once released from the program. Assistance may

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include identifying, searching for, and engaging family members and natural supports which could help the individuals develop meaningful and enduring connections to support them across their lifespan.

4.5. Transportation:

4.5.1. Upon receiving discharge clearance per CDC guidelines, Contractor shall arrange for transportation from the hotel/motel which may include but is not limited to taxicab vouchers, bus fare, or other means of transportation, if needed. It is understood that some clients may not accept or require transportation services and, in that case, should also be documented in the record.

4.5.2. Contractor shall also provide transportation upon guest repatriation after hospital or Emergency Dept. discharge, Contractor shall coordinate with the discharging site and shall provide safe and appropriate transportation, as needed.

4.5.3. Contractor shall maintain invoices and receipts for all transportation costs. Invoices and receipts for reimbursement shall include but are not limited to the following:

- 4.5.3.1. Client Name
- 4.5.3.2. Date of Service
- 4.5.3.3. Location of pickup
- 4.5.3.4. Location of drop-off
- 4.5.3.5. Distance traveled
- 4.5.3.6. Cost per mile (if applicable) and total cost.

4.6. Reporting and Documentation:

4.6.1. Contractor shall strictly adhere to documentation and reporting practices which will allow County to accurately and correctly bill and receive reimbursement from any federal programs (i.e. FEMA, CARES Act) which may be available for the County's COVID-19 response.

4.6.2. All project records under this Statement of Work (including client records, agreements, support documentation, etc.) shall be retained by the Contractor for a minimum of five years from the close of this contract. All project records shall be kept in a confidential manner by staff authorized to handle confidential information. The records must be made available for County staff to review when requested.

4.6.3. Contractor shall create and maintain a client case file for each person contacted which includes:

- 4.6.3.1. Name or other unique identifying information, age, racial/ethnic affiliation, gender, disability status (including physical, mental, HIV/AIDS), years homeless, history of domestic violence, veteran status, and other data as required.
- 4.6.3.2. Client contact information (e.g. cell phone number), to the extent possible.
- 4.6.3.3. Services received and housing plans, if needed.
- 4.6.3.4. Individual's housing plans shall identify goals toward obtaining stable housing, if identified as a need, following release from the sheltering program and include agreed upon planned follow-up activities.
- 4.6.3.5. Record of all case management contacts and outcomes and agreements reached during those contacts.
- 4.6.3.6. In addition, Contractor shall maintain the following data in the County's approved database for this project:
 - 4.6.3.6.1. Case Number/Client Identifier
 - 4.6.3.6.2. Client's Full Name
 - 4.6.3.6.3. DOB
 - 4.6.3.6.4. Address
 - 4.6.3.6.5. Social Security Number
 - 4.6.3.6.6. Family Status
 - 4.6.3.6.7. Referral Rec'd Date
 - 4.6.3.6.8. Placement Date
 - 4.6.3.6.9. Planned Discharge Date
 - 4.6.3.6.10. Actual Discharge Date
 - 4.6.3.6.11. Discharged To
 - 4.6.3.6.12. Test Date (Last Test) (Test)
 - 4.6.3.6.13. Test Result (Last Test) (Test)
 - 4.6.3.6.14. Result Date (Last Test) (Test)